

Appendix A

List of Common Telecommunications Industry Acronyms

CLEC - competitive local exchange carrier. A new supplier of local telephone services (who may already supply other services, such as an interexchange carrier or a cable television company).

ILEC - incumbent local exchange carrier. One of the traditional local telephone companies, which formerly provided service as regulated monopolies (i.e., with the exclusive right to supply local telephone services within their service territory).

INP - interim number portability. Interim arrangements being used by ILECs to transfer ("port") an end user's telephone number to a CLEC, so that the CLEC can supply retail service to the end user without a change of telephone number.

OSS - operations support systems. Computer-based systems for administration and management of ILECs' provision of local telephone services that play a key role in service ordering and fulfillment activities.

PUC - public utilities commission. A state regulatory agency with jurisdiction over utilities operating in the state, including over the price and quality of local telephone services.

RBOC - regional Bell operating company. One of the major local telephone units of the former Bell System, which prior to the mergers included Ameritech, Bell Atlantic, Bell South, NYNEX, Pacific Telesis, SBC, and US West.

TSR - total service resale. Local exchange lines that the ILEC supplies on a discounted, wholesale basis to CLECs, who resell them as retail local telephone service to their customers.

UNE - unbundled network element. A portion of an ILEC's network, such as a local loop or switching function, offered on an individual basis to a CLEC as a means of providing retail local telephone services.

Appendix B

Pre- and Post-Merger Service Quality for Bell-Atlantic-North (Formerly NYNEX) States

**Table B-1: Bell Atlantic – Maine
Pre- and Post-Merger Service Quality**

	1996	1997	1998	Percent Change 1996-1998
Local Services Provided to End Users				
Average Installation Interval (days)				
Residence	2.2	1.4	1.7	-23%
Business	2.8	1.8	2.0	-29%
Out-of-Service Initial Trouble Reports - per 1000 NALs				
Residence	109	91	137	26%
Business	47	45	62	32%
All Other Initial Trouble Reports - per 1000 NALs				
Residence	39	32	51	31%
Business	27	21	28	4%
Out-of-Service Average Repair Interval (hours)				
Residence	18.2	18.2	29.8	64%
Business	10.3	11.6	15.7	52%
All Other Average Repair Interval (hours)				
Residence	12.1	15.9	23.3	93%
Business	7.1	9.3	11.3	59%
Source: FCC Common Carrier Bureau - ARMIS Report 43-05, Table 2A (BA-Maine); June 18, 1999.				

Table B-2: Bell Atlantic - Maine
Pre- and Post-Merger Customer Dissatisfaction

	1996	1997	1998	Percent Change 1996-1998
Repairs: % Dissatisfied				
Residence	14.55	16.64	6.53	-55.12%
Small Business	13.87	15.16	7.32	-47.22%
Large Business	20.27	11.05	6.27	-69.07%
Installations: % Dissatisfied				
Residence	6.98	6.32	2.66	-61.89%
Small Business	8.94	10.28	4.99	-44.18%
Large Business	7.28	6.90	6.57	-9.75%
Business Office: % Dissatisfied				
Residence	6.75	7.91	4.42	-34.52%
Small Business	8.28	9.62	5.68	-31.40%
Large Business	3.54	16.00	4.98	40.68%
Source: FCC Common Carrier Bureau – ARMIS Report 43-05, Table 2A (BA-Maine); June 18, 1999.				

**Table B-3: Bell Atlantic – New Hampshire
Pre- and Post-Merger Service Quality**

	1996	1997	1998	Percent Change 1996-1998
Local Services Provided to End Users				
Average Installation Interval (days)				
Residence	2.7	1.7	1.9	-30%
Business	3.5	1.8	2.1	-40%
Out-of-Service Initial Trouble Reports - per 1000 NALs				
Residence	132	104	129	-2%
Business	66	58	64	-3%
All Other Initial Trouble Reports - per 1000 NALs				
Residence	42	37	46	9%
Business	31	23	65	110%
Out-of-Service Average Repair Interval (hours)				
Residence	28.3	19.8	24.3	-14%
Business	11.5	11.4	11.5	0%
All Other Average Repair Interval (hours)				
Residence	19.4	18.6	26.7	38%
Business	7.4	9.7	10.7	45%
Source: FCC Common Carrier Bureau - ARMIS Report 43-05, Table 2A (BA-New Hampshire); June 18, 1999.				

**Table B-4: Bell Atlantic - New Hampshire
Pre- and Post-Merger Customer Dissatisfaction**

	1996	1997	1998	Percent Change 1996-1998
Repairs: % Dissatisfied				
Residence	25.00	18.96	11.56	-53.76%
Small Business	19.25	17.81	10.33	-46.34%
Large Business	21.69	11.74	14.21	-34.49%
Installations: % Dissatisfied				
Residence	9.13	8.36	2.79	-69.44%
Small Business	13.53	13.16	8.12	-39.99%
Large Business	17.45	9.68	6.53	-62.58%
Business Office: % Dissatisfied				
Residence	12.22	10.09	4.78	-60.88%
Small Business	11.40	11.95	6.88	-39.65%
Large Business	12.14	12.04	6.95	-42.75%
Source: FCC Common Carrier Bureau – ARMIS Report 43-05, Table 2A (BA-New Hampshire).				

**Table B-5: Bell Atlantic – Rhode Island
Pre- and Post-Merger Service Quality**

	1996	1997	1998	Percent Change 1996-1998
Local Services Provided to End Users				
Average Installation Interval (days)				
Residence	2.9	1.7	1.7	-41%
Business	3.6	1.8	2.2	-39%
Out-of-Service Initial Trouble Reports - per 1000 NALs				
Residence	167	125	136	-19%
Business	73	73	72	-1%
All Other Initial Trouble Reports - per 1000 NALs				
Residence	67	46	58	-13%
Business	36	26	27	-25%
Out-of-Service Average Repair Interval (hours)				
Residence	37.6	18.6	25.4	-32%
Business	15.4	12.7	12.2	-21%
All Other Average Repair Interval (hours)				
Residence	27.5	15.7	25.7	-7%
Business	9.6	9.1	10.1	5%
Source: FCC Common Carrier Bureau - ARMIS Report 43-05, Table 2A (BA-Rhode Island); June 18, 1999.				

**Table B-6: Bell Atlantic - Rhode Island
Pre- and Post-Merger Customer Dissatisfaction**

	1996	1997	1998	Percent Change 1996-1998
Repairs: % Dissatisfied				
Residence	30.22	18.28	12.75	-57.81%
Small Business	18.21	15.16	10.21	-43.93%
Large Business	25.37	12.33	10.54	-58.45%
Installations: % Dissatisfied				
Residence	8.47	8.04	3.99	-52.89%
Small Business	14.09	11.04	4.16	-70.48%
Large Business	8.59	5.62	7.66	-10.83%
Business Office: % Dissatisfied				
Residence	10.08	8.66	4.39	-56.45%
Small Business	11.38	10.66	4.78	-58.00%
Large Business	9.17	14.48	10.83	18.10%
Source: FCC Common Carrier Bureau – ARMIS Report 43-05, Table 2A (BA-Rhode Island); June 18, 1999.				

Table B-7: Bell Atlantic – Vermont
Pre- and Post-Merger Service Quality

	1996	1997	1998	Percent Change 1996-1998
Local Services Provided to End Users				
Average Installation Interval (days)				
Residence	3.1	1.8	2.1	-32%
Business	3.7	2.3	2.1	-43%
Out-of-Service Initial Trouble Reports - per 1000 NALs				
Residence	132	121	135	2%
Business	65	61	72	-11%
All Other Initial Trouble Reports - per 1000 NALs				
Residence	48	40	49	2%
Business	36	28	29	-19%
Out-of-Service Average Repair Interval (hours)				
Residence	31.2	23.4	25.1	-20%
Business	14.3	13.9	12.3	-14%
All Other Average Repair Interval (hours)				
Residence	23.2	20.9	25.4	9%
Business	9.2	11.2	9.5	3%
Source: FCC Common Carrier Bureau - ARMIS Report 43-05, Table 2A (BA-Vermont); June 18, 1999.				

Table B-8: Bell Atlantic - Vermont
Pre- and Post-Merger Customer Dissatisfaction

	1996	1997	1998	Percent Change 1996-1998
Repairs: % Dissatisfied				
Residence	26.2	20.7	9.9	-62%
Small Business	22.2	17.7	7.5	-67%
Large Business	18.2	16.7	11.2	-38%
Installations: % Dissatisfied				
Residence	12.4	8.3	4.3	-65%
Small Business	14.6	13.0	6.3	-57%
Large Business	11.8	14.4	6.0	-49%
Business Office: % Dissatisfied				
Residence	6.5	10.4	5.9	-8%
Small Business	12.5	8.9	11	-14%
Large Business	5.9	23.1	0.0	-100%
<p>Source: FCC Common Carrier Bureau – ARMIS Report 43-05, Table 2A (BA-Vermont); June 18, 1999.</p>				

Appendix C

Pre- and Post-Merger Service Quality for Nevada-Bell

Table C-1: Nevada Bell
Pre- and Post-Merger Service Quality

	1996	1997	1998	Percent Change 1996-1998
Local Services Provided to End Users				
Average Installation Interval (days)				
Residence	2.2	3.0	2.8	27%
Business	3.0	3.9	2.5	-17%
Out-of-Service Initial Trouble Reports - per 1000 NALs				
Residence	97	108	92	-5%
Business	43	48	40	-9%
All Other Initial Trouble Reports - per 1000 NALs				
Residence	69	74	63	-8%
Business	52	41	30	-41%
Out-of-Service Average Repair Interval				
Residence	18	24	18	-1%
Business	18	19	15	-16%
All Other Average Repair Interval				
Residence	15.5	20.5	18.2	17%
Business	15.5	15.8	15.2	-2%
Source: FCC Common Carrier Bureau - ARMIS Report 43-05, Table 2A (Nevada Bell); June 18, 1999.				

**Table C-2: Nevada-Bell
Pre- and Post-Merger Customer Dissatisfaction**

	1996	1997	1998	Percent Change 1996-1998
Repairs: % Dissatisfied				
Residence	2.5	5.0	8.2	228%
Small Business	2.5	5.0	7.2	188%
Large Business	0.0	0.0	0.0	0%
Installations: % Dissatisfied				
Residence	1.7	3.0	3.9	129%
Small Business	2.3	2.0	4.9	113%
Large Business	0.0	0.0	0.0	0%
Business Office: % Dissatisfied				
Residence	1.7	2.0	5.1	200%
Small Business	2.7	2.0	3.7	37%
Large Business	0.0	0.0	0.0	0%
Source: FCC Common Carrier Bureau – ARMIS Report 43-05, Table 2A (Nevada-Bell); June 18, 1999.				

Appendix D

Table D-1: Pre- and Post-Merger Service Quality Complaints to State Commissions for Bell-Atlantic-New England, Bell-Atlantic-New York, Pacific Bell-California, and Nevada-Bell

Complaints per 100,000 Access Lines				
	1996	1997	1998	Percent Change 1996-1998
Bell Atlantic				
Maine	11.6	7.0	2.8	-75.8%
Massachusetts	31.5	26.6	12.2	-61.2%
New Hampshire	46.2	47.3	32.6	-29.6%
New York	128.3	27.6	28.9	-77.5%
Rhode Island	48.9	26.6	24.5	-49.9%
Vermont	84.8	60.0	64.8	-23.5%
Pacific Bell				
California	1.6	5.2	4.9	206.8%
Nevada Bell	7.7	5.3	15.1	97.4%
Source: FCC Common Carrier Bureau – ARMIS Report 43-05, Table 5A, Bell Atlantic New England, Bell Atlantic-New York, Pacific Bell-California, and Nevada Bell; June 18, 1999.				



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